

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

APPLICANTS : BROWN, et al.  
SERIAL NO. : Unassigned  
FILING DATE : Herewith  
FOR : CORRELATING INFORMATION BETWEEN INTERNET AND  
CALL CENTER ENVIRONMENTS  
GROUP ART UNIT : 2123 (anticipated)  
EXAMINER : W. Thomson (anticipated)  
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PRELIMINARY AMENDMENT

SIR:

Preliminary to examination of the above-identified application, please amend the application as follows:

IN THE SPECIFICATION:

Please insert the following section after the title as follows:

- - Cross-Reference to Related Patent Application

A  
This patent application is a continuation of U.S. Application Serial No. 08/702,306, filed August 23, 1996 entitled CORRELATING INFORMATION BETWEEN INTERNET AND CALL CENTER ENVIRONMENTS which is incorporated herein by reference.- -